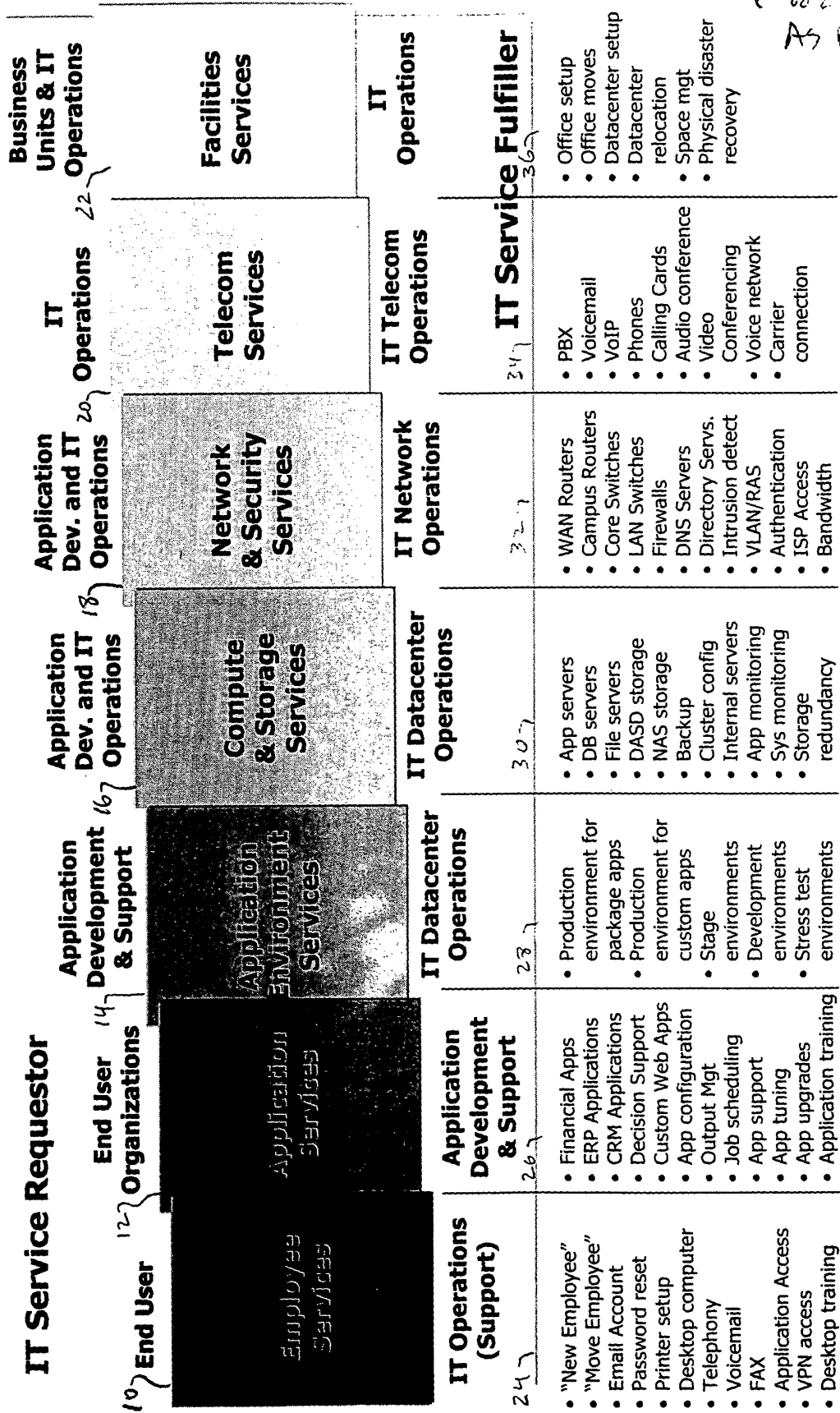
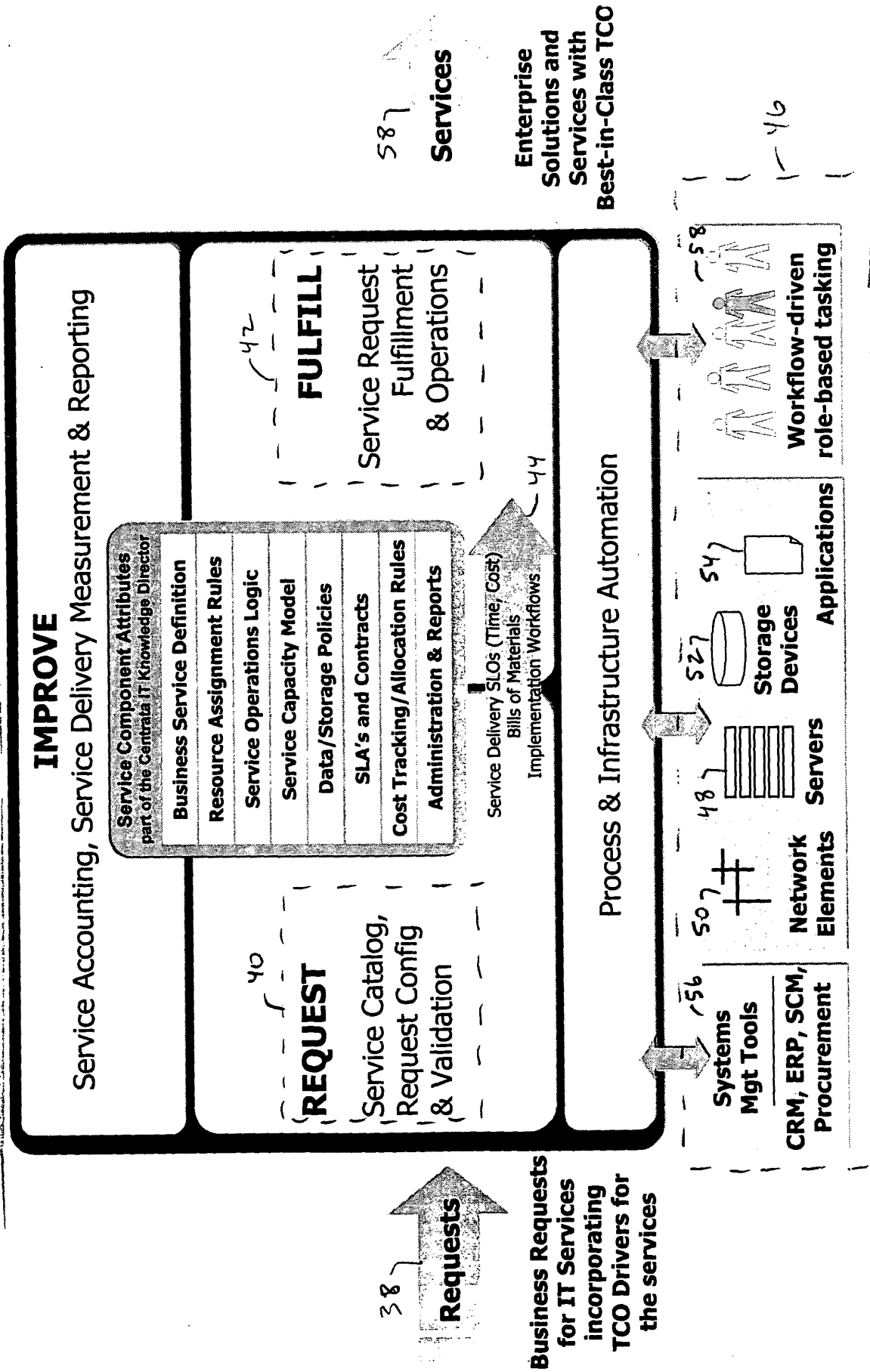


Centrata IT Services Catalog (Reference Implementation)

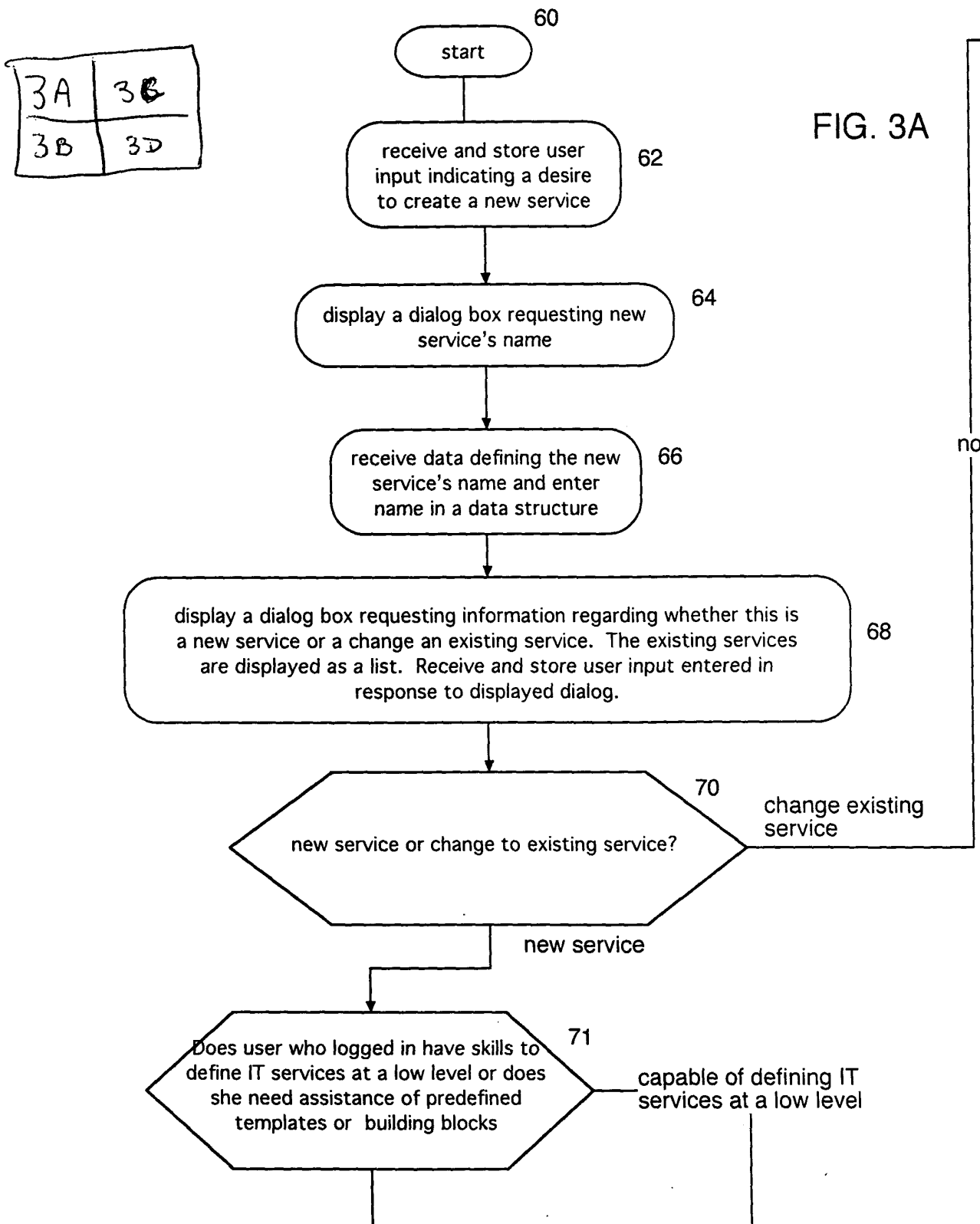


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Page 1



PROCESS CARRIED OUT BY A COMPUTER TO INTERACT WITH AN IT PROFESSIONAL
TO BUILD A SERVICE CATALOG



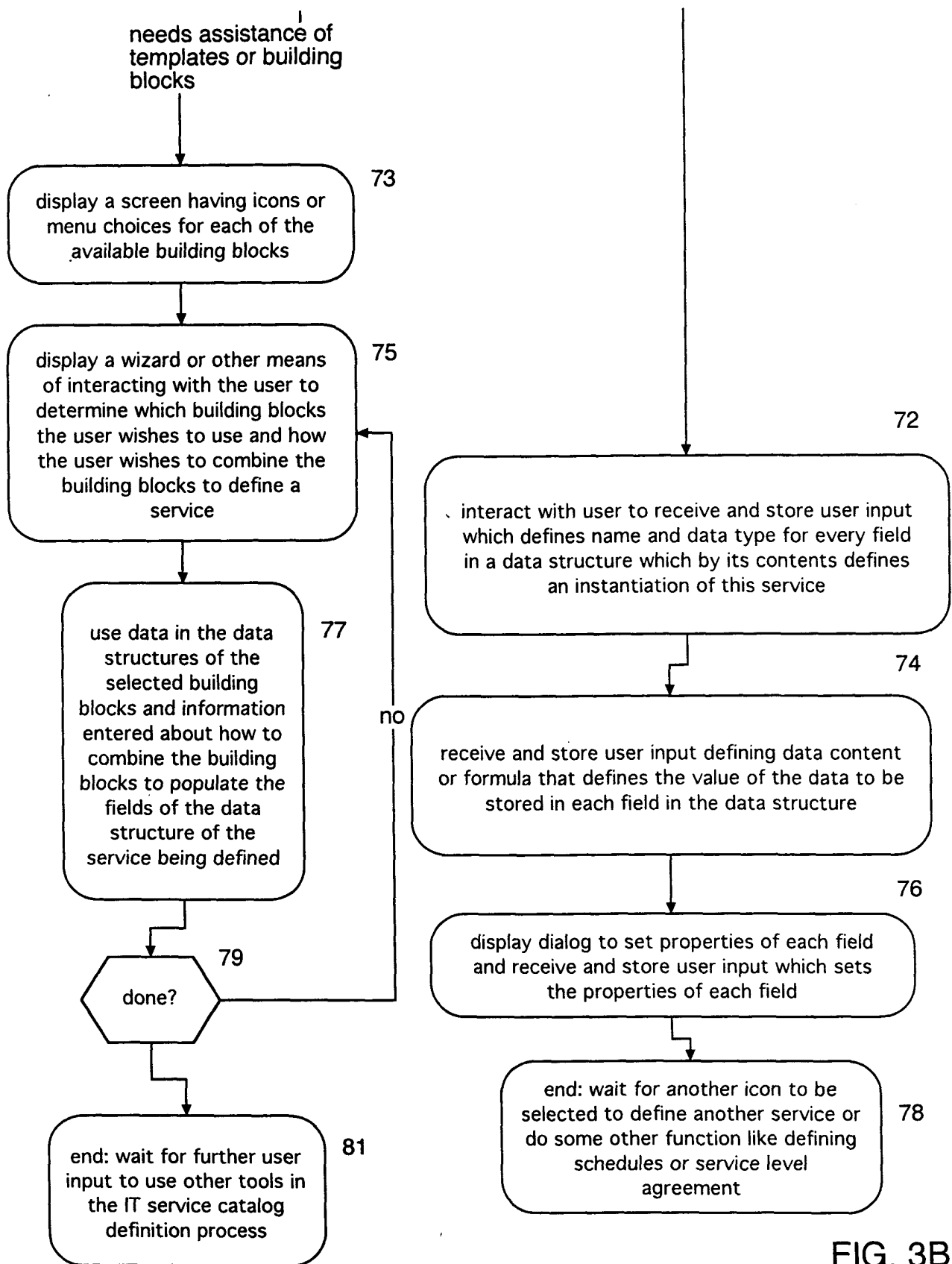
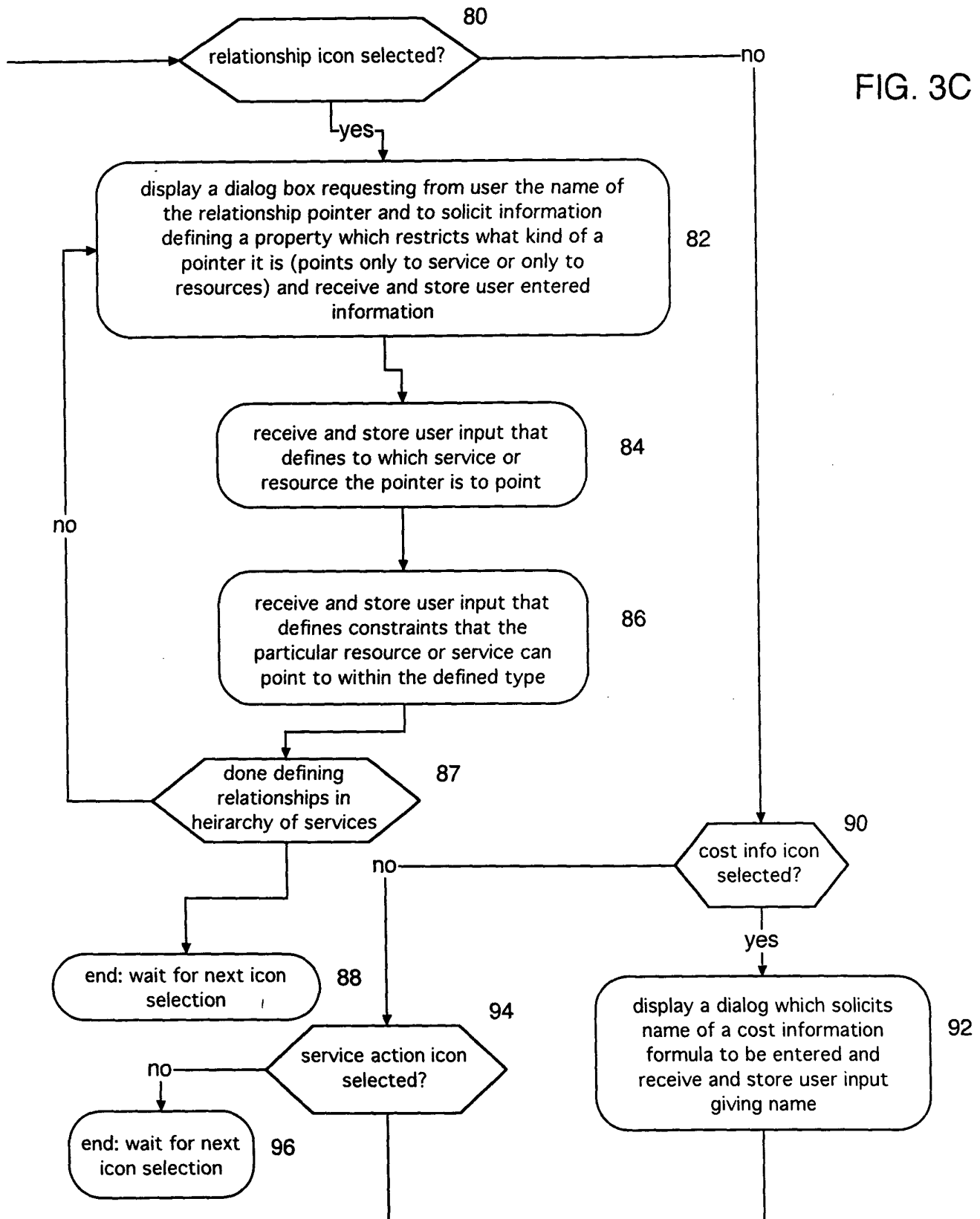


FIG. 3B

FIG. 3C



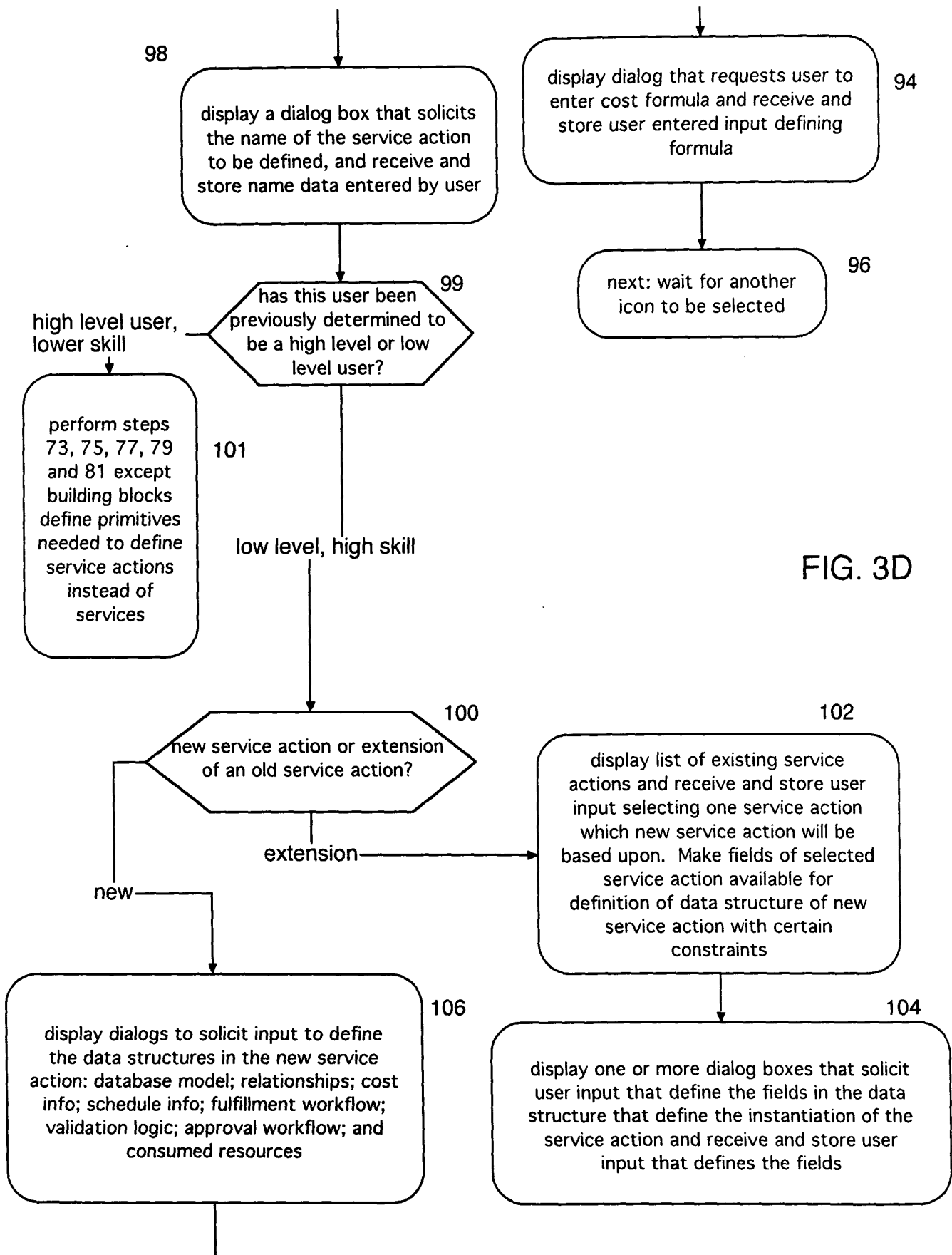


FIG. 3D

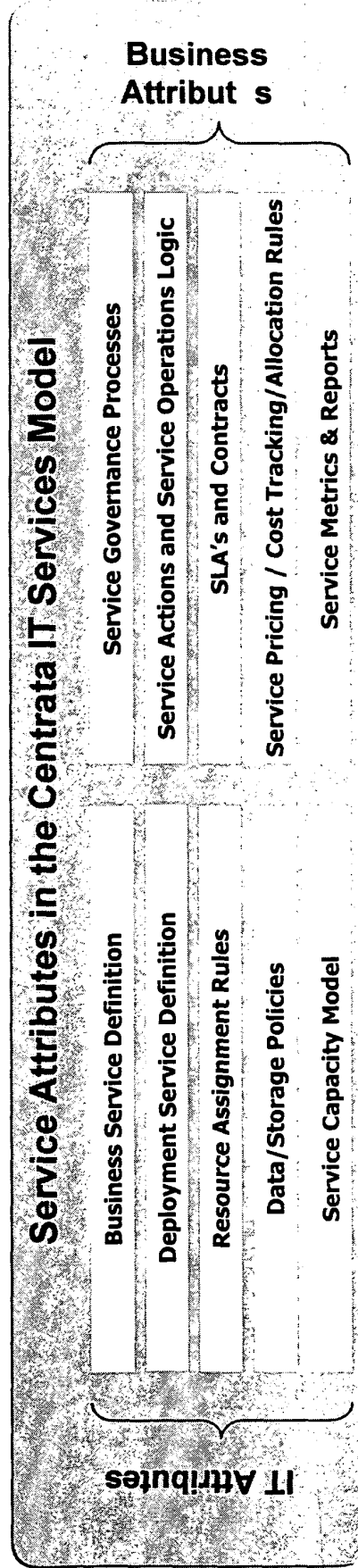
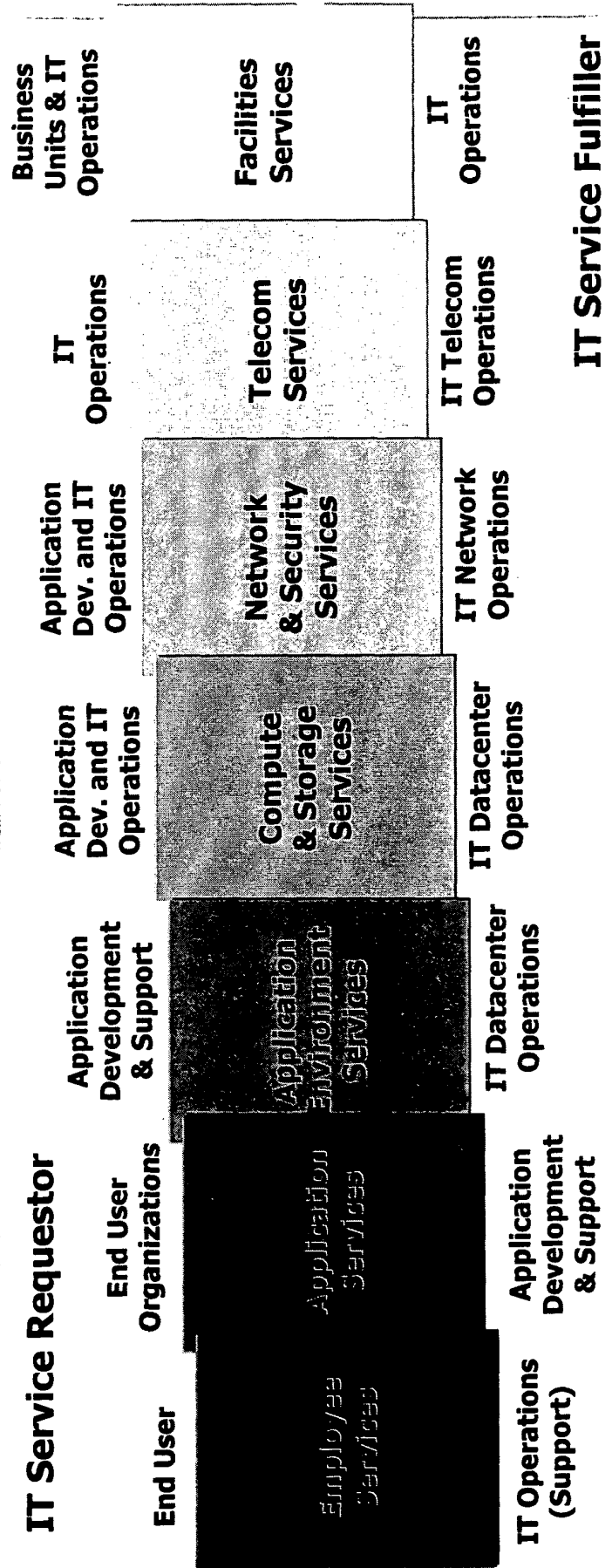
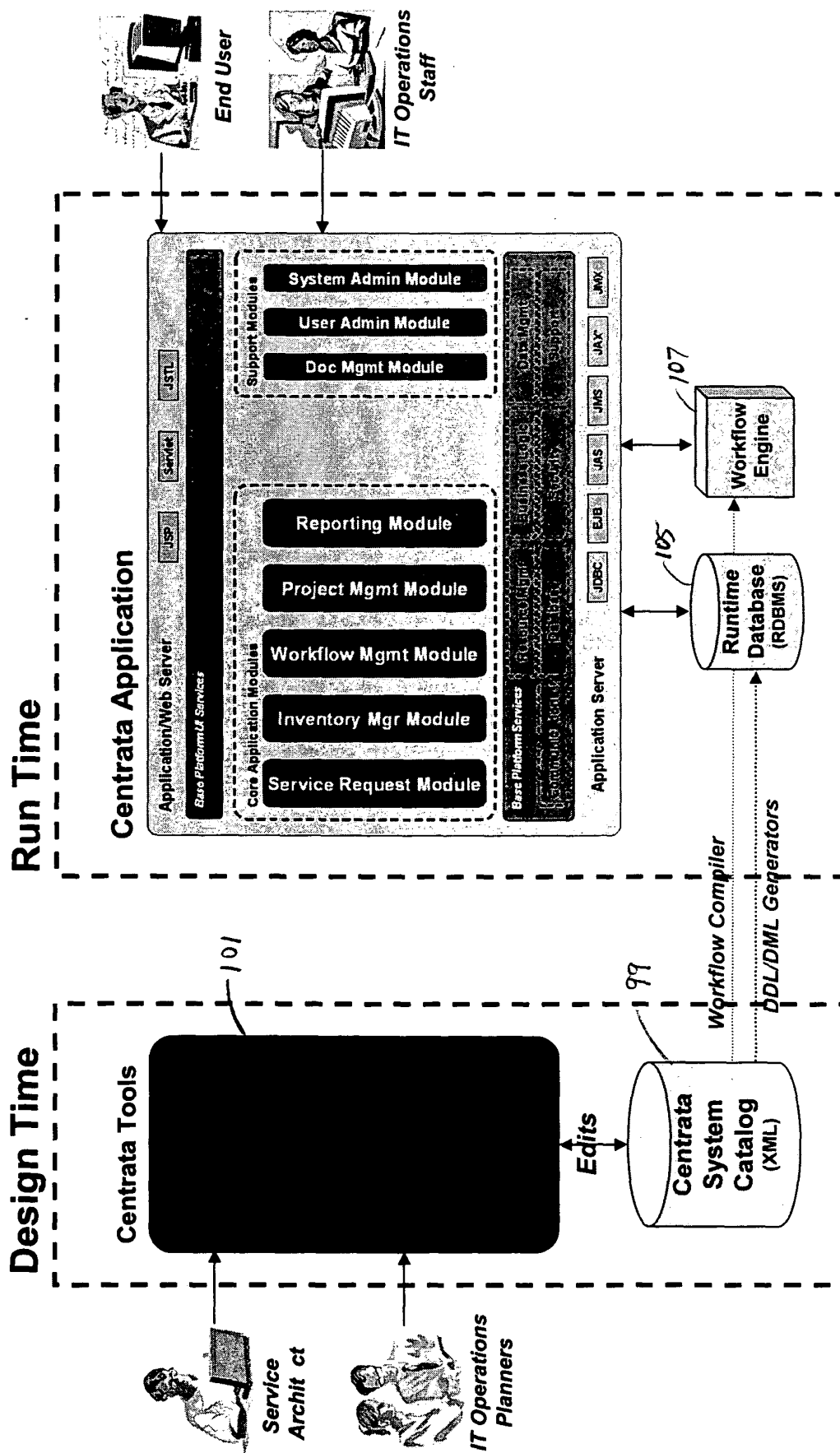
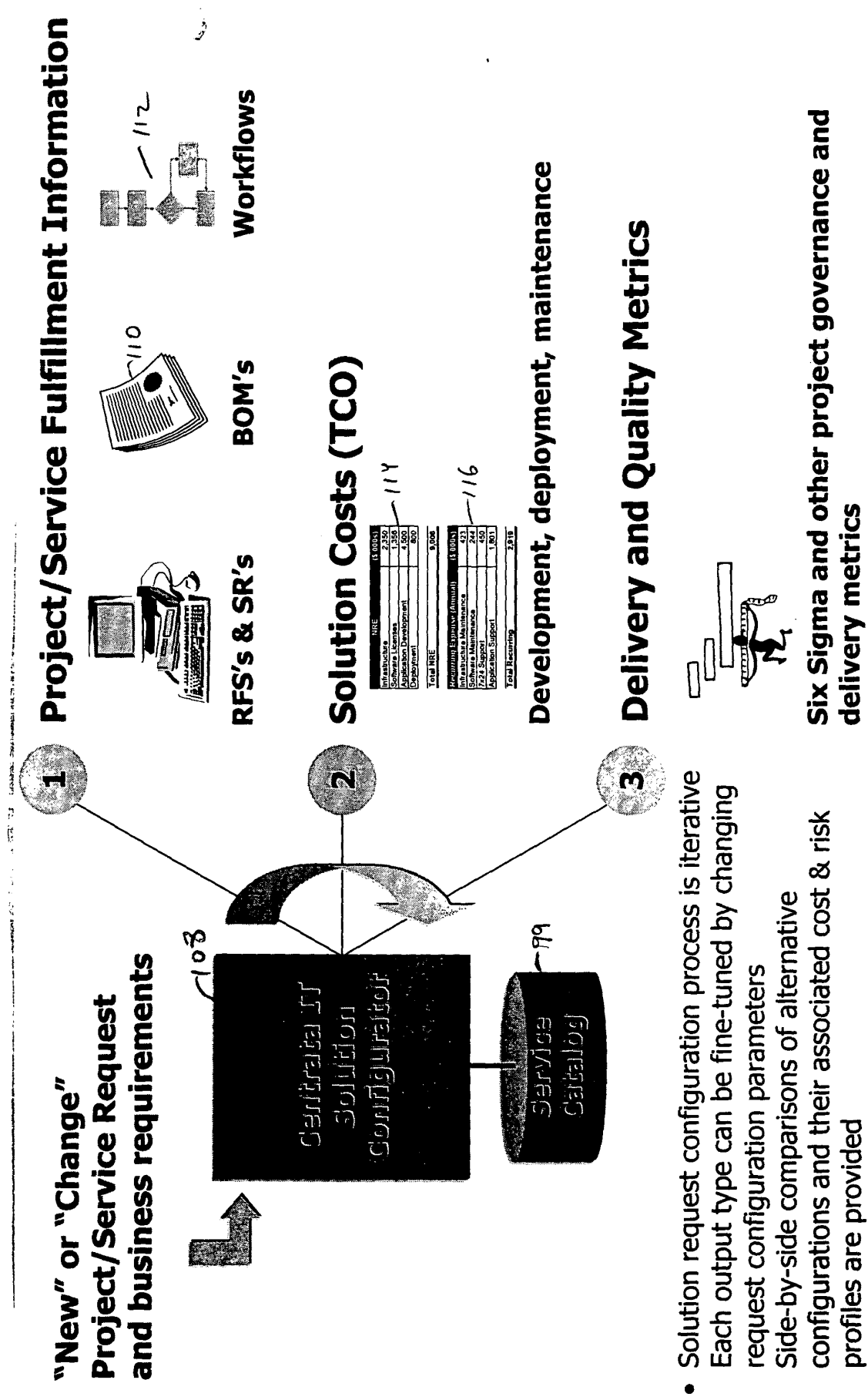


FIG. 4



5. 10. 19



- Solution request configuration process is iterative
- Each output type can be fine-tuned by changing request configuration parameters
- Side-by-side comparisons of alternative configurations and their associated cost & risk profiles are provided

FIG. 6

CONFIGURATION PROCESS TO RECEIVE AND VALIDATE USER REQUESTS FOR
IT SERVICES AND CONVERT THEM TO SPECIFICATIONS
FOR A FULFILLMENT PROCESS

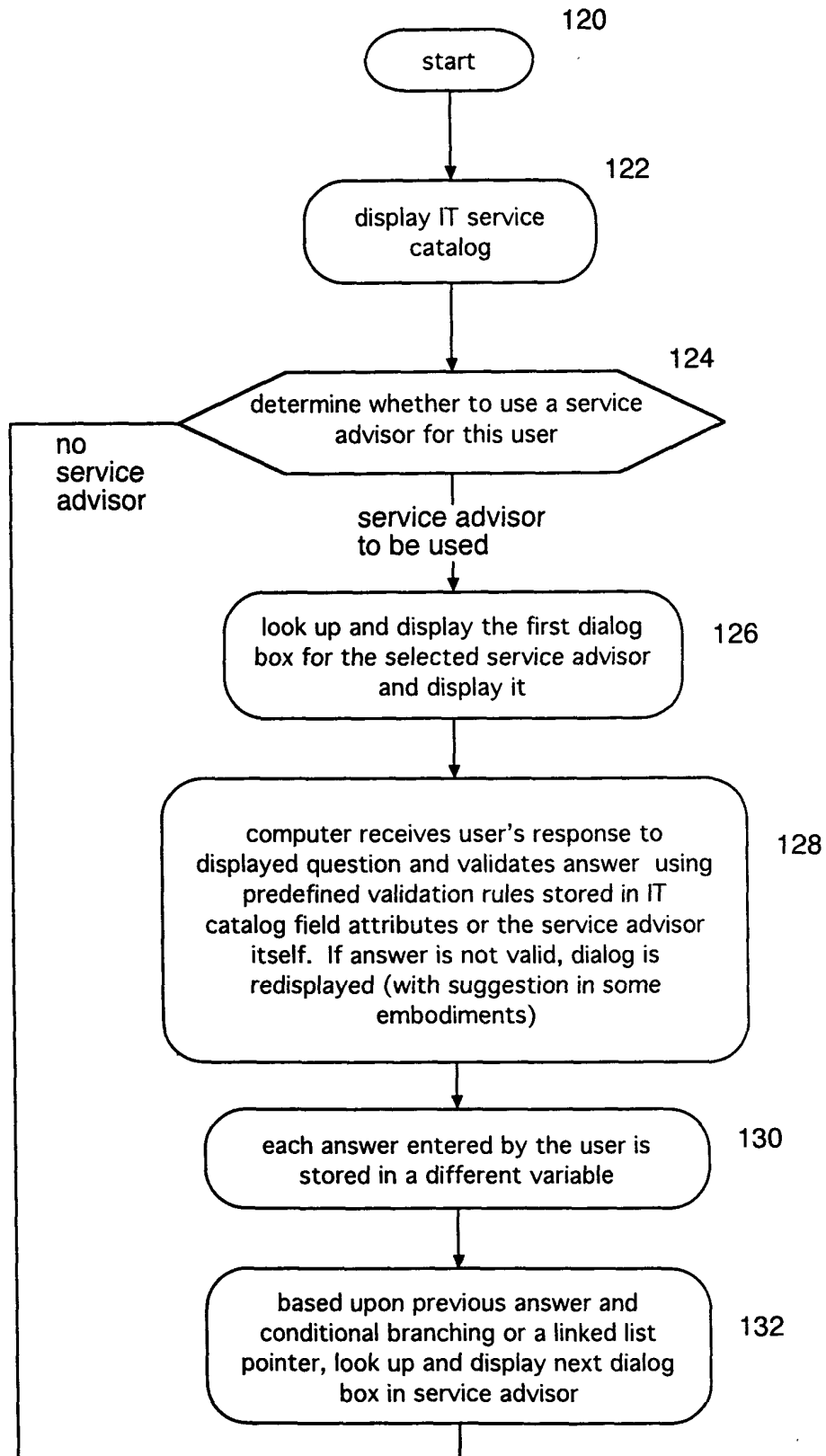
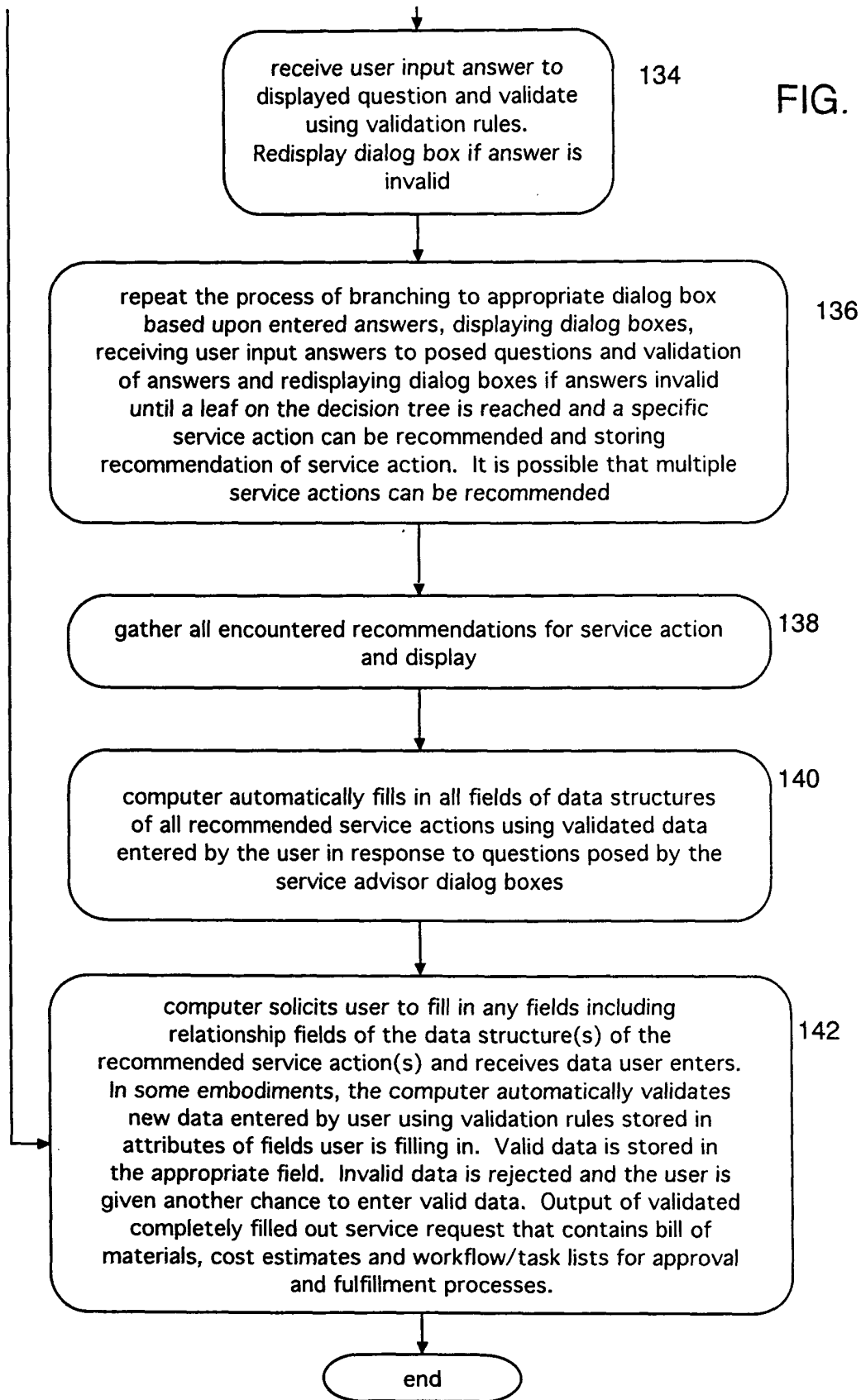


FIG. 7A

FIG. 7B



THRESHOLD APPROVAL PROCESS TO OBTAIN MANAGEMENT APPROVAL
FOLLOWED BY FULFILLMENT PROCESS TO GENERATE WORKFLOWS TO BRING
INSTANCE OF REQUESTED SERVICE INTO EXISTENCE

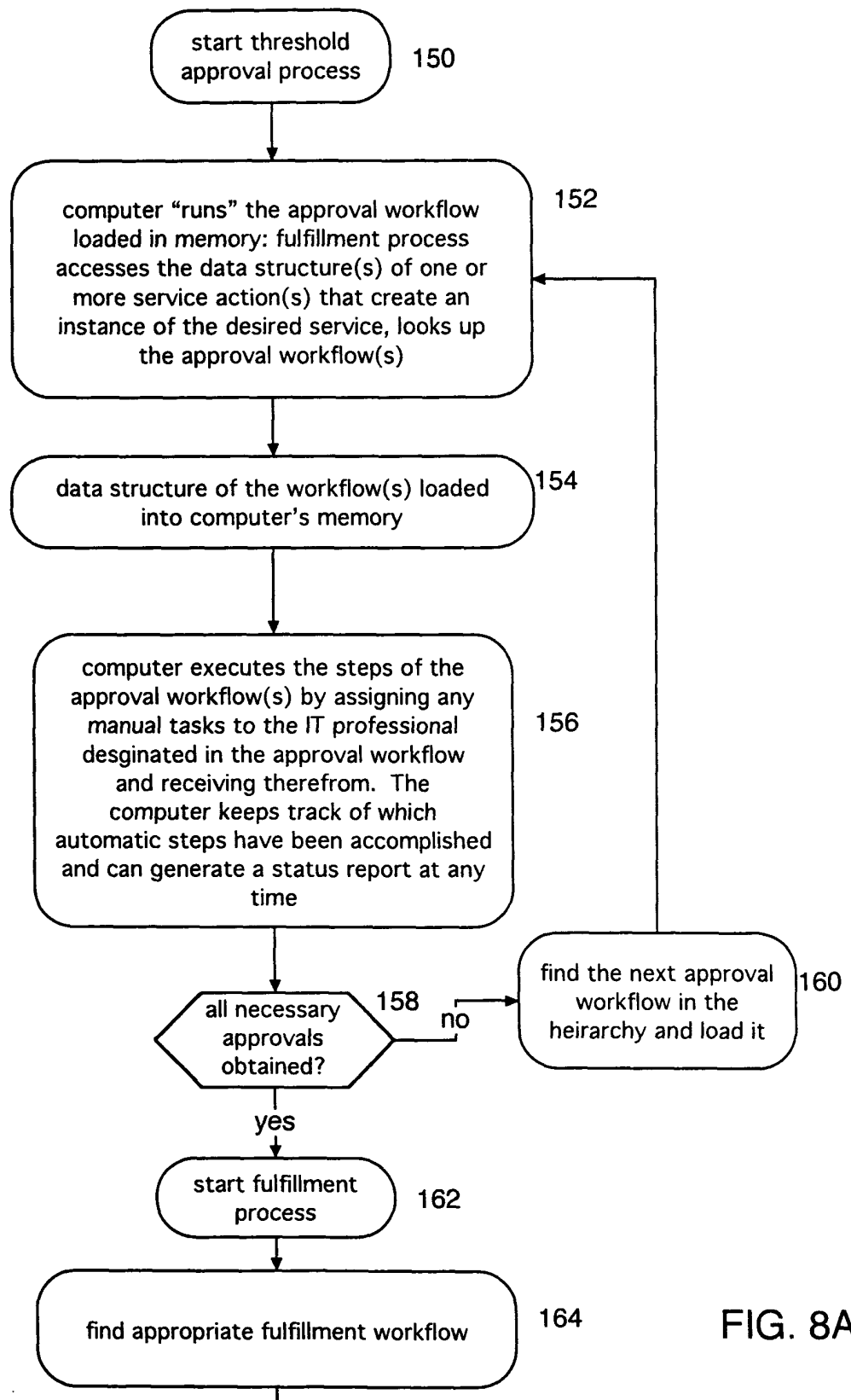


FIG. 8A

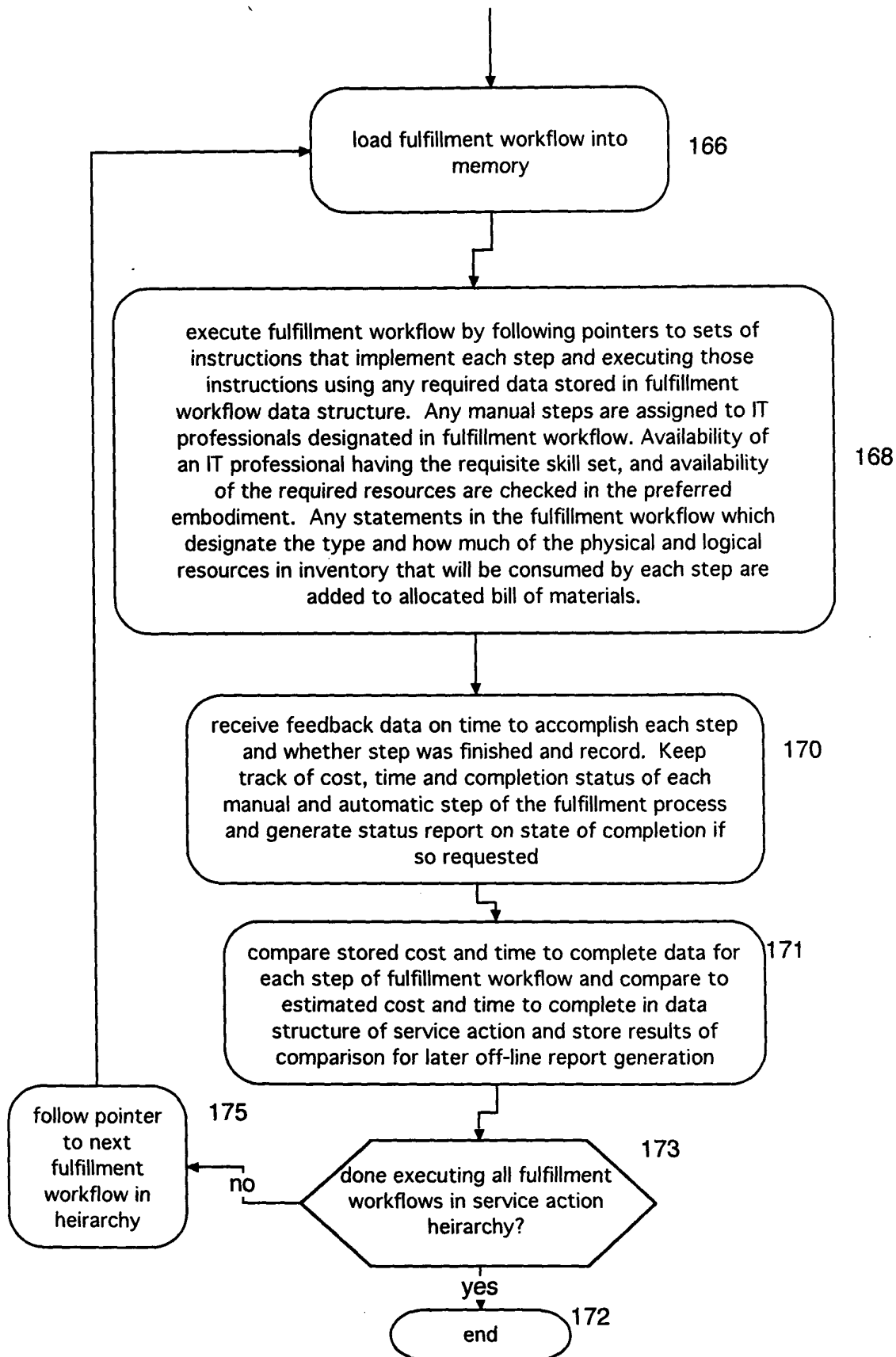


FIG. 8B